



Diller Telephone Company
P.O. Box 218
318 Commercial Street
Diller, NE 68342
402-793-5330 or 1-877-668-9749

DOCKET FILE COPY ORIGINAL

Received & Inspected

FEB 14 2014

FCC Mail Room

Diode COMMUNICATIONS
Your Local Link to the World!

February 7, 2014

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th Street SW
Suite TW-A325
Washington, DC 20554

Re: Annual 47 C.F.R. S: 64.20009(e) CPNI Certification
EB Docket 06-36
Annual 64.2009(e) CPNI Certification for 2013

Dear Ms. Dortch:

Transmitted herewith in accordance with the Commission's Public Notice is our compliance certificate and accompanying statement for the year ended December 31, 2013.

Very truly yours,

Loren Duerksen
General Manager

Date of Signature 2-7-14

Website: www.diodecom.net
Fax: 402-793-5139

No. of Copies rec'd 0
List ABCDE

Received & Inspected
FEB 14 2014
FCC Mail Room


Company Name: Diller Telephone Company

Form 499 Filer ID: 804462

Address: 318 Commercial Street
Box 218
Diller, NE 68342

CERTIFICATION

I, Loren Duerksen, hereby certify as a company officer that I have personal knowledge that this company has established operating procedures effective during the calendar year 2013 that are adequate to ensure compliance with the Customer Proprietary Network Information rules set forth in 47 C.F.R. §§ 64.2001-2011.



Name: Loren Duerksen
Title: General Manager
Date: 02/7/14

Received & Inspected

FEB 14 2014

FCC Mail Room

Company Name: Diller Telephone Company

Address: 318 Commercial Street
Box 218
Diller, NE 68342

STATEMENT

Carrier has established operating procedures that ensure compliance with the Federal Communication Commission ("Commission") regulations regarding the protection of customer proprietary network information ("CPNI").

- Carrier has implemented a system whereby the status of a customer's CPNI approval can be determined prior to the use of CPNI.
- Carrier continually educates and trains its employees regarding the appropriate use of CPNI. Carrier has established disciplinary procedures should an employee violate the CPNI procedures established by Carrier.
- Carrier maintains a record of its and its affiliates' sales and marketing campaigns that use its customers' CPNI. Carrier also maintains a record of any and all instances where CPNI was disclosed or provided to third parties, or where third parties were allowed access to CPNI. The record includes a description of each campaign, the specific CPNI that was used in the campaign, and what products and services were offered as a part of the campaign.
- Carrier has established a supervisory review process regarding compliance with the CPNI rules with respect to outbound marketing situations and maintains records of carrier compliance for a minimum period of one year. Specifically, Carrier's sales personnel obtain supervisory approval of any proposed outbound marketing request for customer approval regarding its CPNI, and a process ensures that opt-out elections are recorded and followed.
- Carrier took the following actions against data brokers in 2013, including proceedings instituted or petitions filed by Carrier at a state commission, in the court system, or at the Federal Communications Commission:

NO VIOLATIONS

- The following is information Carrier has with respect to the processes pretexters are using to attempt to access CPNI, and [if any] what steps carriers are taking to protect CPNI:
NO VIOLATIONS

- The following is a summary of all customer complaints received in 2013 regarding the unauthorized release of CPNI:

- Number of customer complaints Carrier received in 2013 related to unauthorized access to CPNI, or unauthorized disclosure of CPNI: 0

- Category of complaint:

 0 Number of instances of improper access by employees

 0 Number of instances of improper disclosure to individuals not authorized to receive the information

 0 Number of instances of improper access to online information by individuals not authorized to view the information

 0 Number of other instances of improper access or disclosure

- Description of instances of improper access or disclosure: No violations.